



**CASE STUDY ON THE PERFORMANCE EVALUATION OF THE MASKARGO
AGENTS AT MADRAS, INDIA.**

MODE A

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NOVEMBER 2010

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

I, NUR IZZATI BTE AB. RAHMAN, (I/C Number: 871002-56-5106)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, expect where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

12 NOVEMBER 2010

The Head of Program
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**CASE STUDY ON THE PERFORMANCE EVALUATION OF THE MASKARGO AGENTS AT MADRAS, INDIA**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

.....
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ABSTRACT

This studies was conducted for the purposed of to determine the process involved in appointing ground handling agents and to study on the performance evaluation of the MASkargo agents at Madras, India. This is involved by two agents, Air-India Limited and Esquire Express India Private Limited (Chennai). It is also to evaluate the process standardization positively impacts on the process performance of agent. The main objective of this study was to minimize the problem of agents in ground handling services at MASkargo. Even though MASkargo have follows the procedures before selecting the right agents, but the agents does not reach the company target of services and performance. The problems that usually occur such as operational analysis and many types of mishandled. It is worth to study the problems to find the ways to minimize the mishandled and suggest the elements needed for the company to make their agents successful.

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